1. What is the rough estimated value of the procurement? If that is not available the rough value of Accenture's previous year will suffice?

1A) A rough estimated value of this procurement will not be provided, nor will the rough value of Accenture's annual costs under the current contract for Peoplesoft support services be provided. Rather, the FERC requests that each potential offeror review the Statement of Work and associated supporting documentation and provide an independent estimate of the level of effort needed to meet the technical requirements.

2. What Small Business requirements are anticipated for the contractor? In the RFP I didn't find anything specific?

2A) Small Business requirements are not specified in the RFP. Rather, the FERC requests that you determine what appropriate portion, (based on your particular business size as well as any Federal Acquisition Regulation requirements, and, the appropriateness of such an inclusion, from both a technical expertise and cost effective position), when determining what, if any of the level of effort should be dedicated to any special programs.

3. If the contractor elects to replicate the existing solution with another provider and receives the contract award, will that winning contractor be able to attain the previous system and trouble logs for the infrastructure in order to provide suitable measures for availability?

3A) This response is based on the assumption that the "previous system" refers to the Hardware devices (servers and routers) that represent the environment maintained as the existing host site. Since these devices are not owned by the FERC, they along with the associated "trouble logs for the infrastructure" will NOT be available.

4. Paragraph 3.1.3.1: To support SAT, will FERC provide testing scenarios from which test plans can be developed? Will it be possible for the contractor to re-use the previous test plans for the system?

4A) Yes, all test scripts/scenarios used to support the implementations, subsequent upgrades, and patches and fixes are the property of the FERC and will be made available to the winning contractor. Re-use of the previous test plans for the system is dependent on the relevance of the functionality being tested to what's been addressed previously.

5. Paragraph 1.2.2: .the PM……shall analyze important project metrics such as SLAs. Has the Government defined any SLA penalties if system availability is not met as described in paragraphs 2.2.2.5 and 2.2.3? What methods has FERC used in the past to deal with SLA penalties?

5A) The Government has decided that SLAs will not be part of the requirement at this time. As a result, all references to "SLA" documentation no longer apply. However, the Government reserves the right to institute SLAs upon award, *and upon mutual agreement on SLA standards between the FERC and the winning offeror.*

6. Is a current staffing plan available? If so, how would an offeror find a copy of such a staffing plan?

6A) The current staffing plan will not be released. Rather, the FERC requests that you review the RFP, SOW, and all associated documents, and determine what would be the most effective staff and level of effort for the requirements presented therein.

7. On page 41 of 99, FERC requests the name and contact information for an offeror's Point of Contact. Would it be acceptable for an offeror to submit one Point of Contact and one alternate who will be an information addressee only?

7A) One Point of Contact and one alternate is acceptable.

8. It appears that Evaluation Factor B-2, and its subfactors, relate directly to *Volume IV – Relevant Experience and Personnel*. Will the government accept Volume IV paragraph and page references for the completion of the Addendum, or must the offeror include the related items in both *Volume IV- Relevant Experience and Personnel* AND *Volume III, Part B – Management Proposal*?

8A) The offeror's proposal is inclusive. The evaluation factors are inclusive as well, and apply to data throughout the proposal. Wherever the data exists, provide the page and paragraph number.

9. The last paragraph on Page 47 of the RFP describing the proposal guidance for *Volume III, Part A – Technical Proposal* is identical to the second paragraph on Page 48 of the RFP describing the proposal guidance for *Volume III, Part B – Management Proposal*. Is it the Government's intent to provide identical guidance?

9A) The paragraphs cited in question #9 above are correct as issued in the RFP.

10. The paragraph under section WBS 2.0 Technology management on Page 66 discusses the support of the payroll interface and other Federal external administrative systems. Can the Government provide a list of the interfaces that will need to be supported?

10A) The present set of interfaces active in each system are as follows:

HRMS Interfaces

- NFC Interface – HR and Payroll data
- FERC Automated Management Information System (FAMIS) Data File Interface – Employee data to support service lists
- Employee Maintenance HelpDesk – Employee information for logging trouble calls related to Payroll

Financials Interfaces

- Accounts Receivable File Load – Upload billing information for Annual Charges of regulated entities
- Lock-Box File interface – Collection information for Annual Charges payments
- Treasury Interface – Accounts Payable files for disbursement through the treasury payment system

11. Please confirm that the SLA requirement is 99.99%? If so, does FERC except a change in the server hardware architecture to accommodate this SLA goal?

11A) The SLA requirement should be corrected to 99.75% for identified Business hours (6:00 am EST - 6:30 pm EST). The expectation is for no more than 8 hours of unscheduled downtime annually during business hours.

12. What is the data loss tolerance?

12A) FERC would expect to recover to the previous nightly back-up representing a full day of processing prior to the event. Processing lost on the day of the event is acceptable.

13. What is the failover time frame (e.g. immediate, < xx minutes, within xx hours, etc.)

13A) Hardware restoration within 48 hours of the failure.

14. Is fully automatic failover required or some FERC intervention OK?

14A) Limited FERC intervention is acceptable.

15. Is a degraded performance acceptable in DR scenario?

15A) Yes

16. Does FERC want ability to 'failback' to original production site if possible?

16A) Yes

17. Number of DR tests required per year?

17A) Federal Information Security Management Act and OMB Circular A-130 Appendix 3 require one test annually.

18. On page 72, section 1.4.5, the RFP states, "The contractor shall provide personnel with expertise and fully trained staff will consist of experienced individuals assigned to perform functions in the respective program areas identified above." In order to meet the expectations of the Government, is there a minimum for years of experience expected based on the description of expertise required for personnel?

18A) The Statement of Work under the subject RFP clearly delineates the level of expertise needed to successfully meet all technical requirements. The Government requests that each potential offeror review the statement of work and all associated documentation, and propose those resources each offeror believes will best meet those stated requirements.

19. The excel version of the Government Spreadsheet Template could not be found in the FERC Documentation Library (as stated on page 83 of the RFP). Can the Government please provide the required Exhibit A template?

19A) The excel version of the Government Spreadsheet Template is provided as Exhibit A of the RFP. This document is a format document and is not provided in a working version of excel, because the application of indirect rates to direct cost may differ by individual offeror. Rather, the Government expects all cost data to be presented in the format provided under Exhibit A, with the application of indirect rates in accordance with individual accounting systems.

20. Volume I-Required Documentation requires the Offeror to provide a completely filled out copy of the RFP. Can the Government provide a MS Word version of the RFP that would allow the Offeror to fill out a softcopy of the document?

20A) The Government will not provide the document in any format other than PDF.

21. On pages 4 through 6 of Section B of the RFP states both "fixed" fee and "award" fee. Please clarify the type of fee that is intended for Items 002-006.

21A) This RFP includes CLIN Items that are fixed fee in nature, only. Any reference to "award" fee is a clerical error, and will be corrected via a modification to the RFP prior to proposal submission.

22. Over the next 5 years, does FERC plan to implement additional Financial and HRMS modules? If so, could you specify the modules and planned dates of implementation?

22A) Presently, FERC does not have any plans to implement additional Financial and/or HRMS modules, however; the FERC performs ongoing assessments of business requirements so there is the potential for rolling out additional functionality that's contained within the modules currently owned by the FERC. Additionally, if a business need is presented that can be supported through an additional module; consideration will be given to the implementation of such.

23. Over the next 5 years, does FERC plan to migrate to the Oracle Fusion product? If so, could you specify the time line?

23A) Presently, FERC does not have any plans to migrate to the Oracle Fusion product. Obviously, if FERC is advised that the current product will not be supported, consideration will be given to migrating to the Oracle Fusion product.

24. Would FERC consider a proposal whereby the existing applications would be migrated from SQL Server to Oracle?

24A) Yes, however the FERC recognizes the additional risks and potential cost impacts (e.g., incompatible field attributes, new license requirements, etc.) with such a conversion.

25. Understanding that the RFP is "Full and Open", do you have any Small Business goals or objectives for this RFP?

25A) See Question/Answer #2 above.

26. Is it safe to assume that the DBA support required providing hosting services would be a part of Task 002AA – CPFF LOE (i.e. fee-bearing)?

26A) Yes

27. Do the Inbound transactions from the NFC system that do not apply (SINQ transactions) get added to the PeopleSoft worklist for the responsible operator in PeopleSoft HRMS?

27A) The NFC interface process has not been designed in workflow so specific transactions that fail to apply at the NFC are reported on the Suspense Report. The 'operator' that entered the transaction is responsible for reviewing the daily reports to verify their transactions apply or correct items that have suspended.

28. In the document titled 'Payroll Interface with NFC System', reference is made to transactions initiated in the NFC system and that these transactions are currently handled manually in both systems. Does 'both systems' refer to NFC and PeopleSoft HRMS, or is there another system that is updated manually? Also, do the transactions initiating at NFC consist only of transactions entered through EPIC, Employee Express, and NFC generated (ie. NF000 or BEAR actions) transactions? How are high volume transactions such as WGI, locality adjustments, COLA, and pay-rate adjustments that originate in NFC handled? Are those all entered manually into PeopleSoft HRMS?

28A) Yes, "both systems" refer to: 1)The FERC PeopleSoft system, and 2) The USDA NFC payroll systems. Only a small number of infrequent transactions (i.e., restored leave, military service deposits, etc.) are entered manually in the NFC's EPIC system.   In a situation requiring data entry into the EPIC system, the Employee record is manually updated in PeopleSoft with an appropriate transaction to synchronize the systems. This record is flagged manually to stop the transaction from being selected by the interface program. High volume transactions including WGI and pay-rate adjustments are generated in PeopleSoft and sent to the NFC via the interface. The appropriate PeopleSoft routines are used to automatically generate these transactions.